

SIX FLAGS NEW ENGLAND	
SUBJECT: PARK EVACUATION	EMERGENCY RESPONSE PROCEDURES
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EFFECTIVE: JANUARY 2015	SUPERSEDES: ALL PREVIOUS

TOTAL PARK EVACUATION SIGNAL 1000T

The total evacuation of the park may become necessary due to a number of situations, either internal problems such as a major ride accident or major fire. It also may be the result of an outside problem (i.e. chemical spill, fire, train derailment). NOTE: If evacuation is due to a specific problem then refer to procedures for that specific incident. These procedures were written specifically for the situation. The Six Flags New England evacuation procedure will be designated **SIGNAL 1000T**. The total evacuation of the park during an operating day must be a decision made by the following people after due consideration of the situation:

Park President
Director of Operations
Safety/Security Manager
Director of Maintenance/Construction

With input from:
Duty Manager
Marketing Director

After decision is made, all department heads will be notified of decision (see Communications/Security check list). **NOTE:** This is for a total park evacuation. If deemed warranted by senior management, the **AGAWAM POLICE** and/or **AGAWAM FIRE DEPARTMENT** will be notified of the evacuation by the Safety Department

SECURITY CHECK LIST:

The following procedures are general outlines of duties; department specific duties will be outlined later in this section.

1. The main gate should always be the first. If the situation warrants, we may use the South and Service Gates. The secondary evacuation as located on block point evacuation list.
2. All security and other park employees that will assist in evacuation will be assigned their duties.
Operations Base will notify Agawam Police Department along with Agawam Fire Department.
3. Admissions management personnel will pick up VIP tickets from Cash Control vault. Distribution of tickets to be decided at this time. (exit gates/parking lot).
4. As soon as all Security and other personnel are in position, the park closing announcement will be made over the park P.A. system (see Closing for the Day announcement under Emergency Announcements).

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5. Separation of guests from their families/friends or drop offs will be a problem. Lost Parents will be the primary location for these patrons. With Station 24 being the secondary locations. This decision will be made immediately following the decision to evacuate the park.

COMMUNICATIONS CHECK LIST:

<u>Notification by Priority:</u>	<u>Notified</u>
1. Park President	_____
2. Duty Manager	_____
3. Director of Operations	_____
4. Manager of Operations	_____
5. Director of Marketing	_____
6. Director of Maintenance	_____
7. Director of Revenue	_____
8. Director of Finance	_____
9. Marketing	_____
10. Operations	_____
11. Merchandise/Foods	_____
12. Maintenance	_____
13. Human Resources	_____
14. IPS- Retail Manager	_____
15. Loss Prevention Manager	_____

NOTE: Operations base will call for approval before continuing notification.

<u>Additional Steps:</u>	Dept. Notified	Dept. Ready
16. Advise all units to standby and clear all frequencies	_____	_____
17. Advise all Security units of a SIGNAL 1000T standby for further instructions	_____	_____
18. Notify Parking of a SIGNAL 1000T close all entrances and to standby for further instructions.	_____	_____
19. Notify Front Gate and Admissions offices of SIGNAL 1000T close all ticket sales and report back when complete.	_____	_____
20. Notify Marketing of a SIGNAL 1000T to prepare complimentary tickets for distribution at the parking lot exits and to report back when ready.	_____	_____
21. Notify Guest Services of a SIGNAL 1000T, and that all of their available personnel should report to the Front Gate and/or South Gate and establish a temporary information and holding area for lost, unaccompanied or confused guests.	_____	_____

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After steps 1 through 20 are complete and all of the involved departments have indicated they are ready, Operations base will proceed with the following:

1. At the direction of the Security Officer in charge, advise all Security Officers what exits will be used for evacuation and what post positions they should take.
2. The Operations Base, at the direction of the Security Officer in charge, will notify all departments that we plan to close the park due to circumstances beyond our control. Directors and Managers of each department will be responsible for notifying each individual work station. Employees will not leave their workstations at this time. Departments are to notify Operations Base when all guests have left (see following page for Notification Check sheet).

<u>Departments</u>	<u>Phone Number</u>	<u>Unit</u>	<u>Notified</u>	<u>Complete</u>
1. Rides		210	_____	_____
2. Games		350	_____	_____
3. Merchandise		310	_____	_____
4. Guest Services		203	_____	_____
5. Foods		410	_____	_____
6. Marketing		810	_____	_____
7. First Aid		580	_____	_____
8. Public Rel.		810	_____	_____
9. Cash Control		710	_____	_____
10. Maintenance		910	_____	_____
11. Aquatics		202	_____	_____
12. Entertainment		610	_____	_____

As soon as steps 1 through 13 have been completed, a pre-arranged park closing announcement will be made.

DEPARTMENT RESPONSIBILITIES:

All actions and plans will be directed by the Safety Department. The General Manager, Duty Manager, or Director of Operations will assist this department in the procedures that have been set forth. During this evacuation, Director will be established as a command post and any actions taken will be coordinated through that post. Should that building be incapacitated, management will designate another location to perform the same function. The Safety/Security Manager will designate a Manager or Security Supervisor to coordinate all activities in the Command Center. This person will see that all unnecessary radio traffic is kept to a minimum and that requests are carried out according to plan. The Safety Department Officials will report to the Command Post to determine the necessary requirements for emergency equipment, area evacuation, or notification of other services. As soon as this information is available at the Command Post, Operations Base will contact by telephone or radio as required the Emergency Management Office.

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RESPONSIBILITIES OF DEPARTMENTS:

1. In the event of this evacuation, all departments will be expected to secure their respective areas and assist in whatever way possible.
2. Full-time and supervisory personnel will be expected to provide guidance to seasonal employees and guests.
3. Each department should be aware of the following selected responsibilities assigned to them and be prepared to provide these services if called upon to do so.

SECURITY:

All Security Officers will maintain their respective posts and direct guests activities.

When directed to do so by Operations Base or a Security Supervisor, designated Security personnel will respond to the scene and assist in crowd control, or evacuation.

In the evacuation of the park, Security will block off appropriate paths and will use bullhorns to direct patrons and employees to proper exits or station. Main and south gate will be blocked to ensure exiting pedestrian flow only.

Emergency equipment entering the park will be given priority by Security and will be escorted to the affected areas in a safe manner.

If these events expose company assets to loss from theft or looting, the Security/Safety Manager, or designated Officer, will assign Security personnel and position them at necessary locations until the park is secured.

MAINTENANCE:

Ride Mechanics personnel will assist in securing all rides. Electricians will standby to shut off service and secure rides.

Plumbers will shut down fountains, gate, etc. as soon as possible. Maintenance personnel will secure heating and air conditioning systems. Additional mechanics shall standby to assist motorist and company vehicles experiencing mechanical problems.

A technician will be required in the Pickup Drop off area to set up a P.A. system for transportation dependent patrons and employees.

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MARKETING:

See Marketing Emergency Information Plan.

FINANCE:

The Finance Department will be responsible to secure all vault and change areas and, if necessary, request a Security Officer to standby.

MERCHANDISE:

The Merchandise Department will be responsible for securing all retail areas, making sure all cash registers are locked and that all money is returned to Cash Control.

FOOD SERVICE:

The Food Service Department will be responsible for securing all food stands, making sure all cash registers are locked and that all money is returned to Cash Control.

FIRST AID:

First Aid will be staffed until the evacuation is complete. Standby ambulances will be stationed at First Aid, or pre-designated areas.

Where possible, any guest or employee requiring medical attention will be transported by in-park ambulance to the First Aid Station.

The supervisor on duty will, where possible, coordinate the treatment and priority of transportation of all victims.

SAFETY/SECURITY MANAGER:

The Safety/Security Manager will coordinate and direct all activities with park and outside agencies.

PARKING AND ADMISSIONS:

The parking lot staff will establish control of traffic flow both in and out of the park. Only emergency equipment or personnel will be permitted entry into the parking area or park.

Parents wishing to pick up their children will be directed to the pickup point.

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GUEST SERVICES:

Guest Services shall maintain an information center at the Front Gate and or South Gate as needed. If this is not possible, a new location will be selected and established. Coordination with the Communication Command Post will be maintained in order to provide accurate information to our guests.

RIDES

The Rides Department will shut down, evacuate, and secure all necessary rides. The Rides Manager or assistants will standby to assist in the evacuation of rides and when complete, will assist in park evacuation as requested.

WATER PARK

1. Food and Merchandise personnel will close and secure their locations. Lifeguards will sweep the complex and notify management when the complex is secure.
2. Security and Management should be available to answer questions and direct transportation dependent patrons to the pick up/drop off area.
3. Management will notify Operations Base that Six Flags New England Hurricane Harbor is secure.
4. Operations Base will then notify Safety Manager that Six Flags New England Hurricane Harbor is secure and that Aquatic personnel are available to assist with evacuation.
5. The Safety/Security Manager will then either direct them to assist with evacuation, other duties, or will clear them to evacuate.

WARDROBE:

The Wardrobe Department shall be prepared to assist as needed.

COMMUNICATIONS:

Operations Base will be responsible to staff the Radio Dispatch Center. All radio communications will be coordinated through the Duty Manager or Safety Manager.

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ALL DEPARTMENTS:

As soon as initial duties are complete, notify Operations Base of secured areas and that these employees are available to assist in other areas. Operations Base will then notify the Safety/Security Manager of their availability and the safety department will either direct them to an area or clear them to evacuate.

OUTSIDE AGENCIES:

Transportation: Depending on the type of emergency that is the cause of evacuation, we may ask for assistance from Peter Pan King Ward Bus Lines. A request for transportation for patrons and employees without transportation would take place if; for example, there is danger from a large chemical fire or spill. It is imperative that all personnel leave the area as soon as possible. This decision will be made immediately by the Safety Department with the assistance of other personnel or by a recommendation of an outside agency.

1. A minimum of 3 transit buses will be dispatched to the Pickup Drop off area. The Agawam Police Department escort to assist in moving transportation dependent people. Children will receive the highest priority to board buses. All children will be evacuated before adults are moved.
2. Additional buses, as identified in 1 above, can be utilized as conditions warrant.
3. A minimum of one ambulance will be dispatched from surrounding communities as needed to standby for medical situations. These ambulances will be staged at the command and control site as identified earlier.
4. All transportation vehicles will observe normal traffic laws unless otherwise directed by appropriate law enforcement officials.
5. Request for additional transportation will come via the command and control team.

SHELTER AND EVACUATION:

A total evacuation of Six Flags New England will consist of, but is not limited to, the following elements:

1. All personnel must leave the theme park area as quickly as possible after receiving the evacuation order or recommendation.
2. Total shut-down of theme park will be based on existing

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procedures and will be implemented by park personnel.

3. Shelter space can be provided to all park visitors as conditions warrant.
4. All transportation of dependent people, especially children, will be transported to the pick-up/drop-off area. This location is designated as a reception center. If the situation warrants, and based on time factors, the evacuees located at the above location will be moved to shelter locations. Reception centers are not shelters, and therefore no person will spend the night in a reception center.

OUTSIDE AGENCIES LAW ENFORCEMENT

Operations Base will contact Agawam Police Department and the Mass State Police as directed by Safety Management.

TRAFFIC CONTROL

Traffic control for theme park will consist of one or more law enforcement officers from Agawam Police Department to assist park security at key points of entrance and exit roads. These locations, as a minimum are as follows: Main and South, Main and River Rd, 57 Rotary

NOTE: The locations identified above are the minimum number of offsite traffic control points, others can be quickly stationed. Also, the above locations will be in addition to locations on site that will be manned by theme park personnel.

All traffic will be routed via the best and quickest way.
Full car loads are recommended. Buses will be given priority.
Unless otherwise directed, all traffic will obey normal speed limits and traffic signals.

CROWD MANAGEMENT:

Six Flags New England can accommodate in excess of 28,000. This figure requires special consideration if total evacuation of the theme park is to be implemented. To ensure a professional response to the theme park evacuation, the following course of action will be followed:

1. The senior law enforcement official from Agawam along with senior theme park security, will operate as a team for resource assignment and to resolve problems associated with crowd management.

This team will be primarily stationed to ensure contact with subordinates, and to allow for easy identification for incoming manpower and resources.

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2. Crowd management personnel should consist of, but not be restricted to, law enforcement officials or security personnel and should be assigned to the following locations:

Theme park interior areas
All parking lot areas
Grove

3. Crowd management personnel should be able to direct or provide theme park visitors with the following information:

Nearest exit
Pick-up point for transportation dependent people

4. If Six Flags New England is evacuated and VIP tickets are to be distributed, the location for ticket pick-up should be known and publicized.

5. Employee evacuation:

Persons not involved in evacuation activities (i.e. line associates) will be evacuated as soon as their work location is secure. Employees without transportation will be directed to the HR satellite office for evacuation.

Management, Full-time, and supervisory personnel upon completion of their departmental duties will notify Safety Manager of their availability. They will be informed of any duties needed or informed to evacuate the property.